

Abstract

An automated self-storage reservation and management system is disclosed. The system enables customers to make a reservation for a self-storage unit, view a map for a storage facility, enter or update customer information, make a payment, view payment history and print receipts. Facility personnel can utilize the system to manage inventory and client accounts, generate reports, track sales, vacancies and delinquencies. The automated system preferably includes a communications feature that enables facility personnel to communicate with each other or with customers regarding customer accounts. Upon the occurrence of a predetermined event, the system automatically generates notices to customers or facility personnel.